GILLINGHAM FOOTBALL CLUB

GILLINGHAM FC
FAN GUIDE

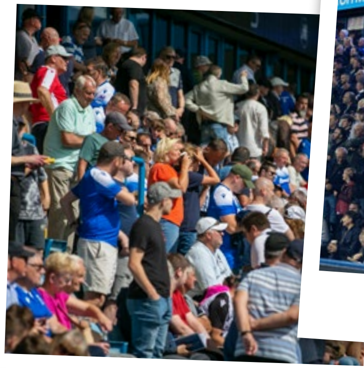
www.gillinghamfootballclub.com



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The 12th man



Community Club



Up the Gills!



Magical Mascots



The home of the shouting men

WELCOME TO GILLINGHAM FC

WELCOME TO THE PRIESTFIELD STADIUM, THE HOME OF LEAGUE FOOTBALL IN KENT.

Thank you for your support of Gillingham Football Club. We are proud that, alongside our long standing, loyal fans, we are continuously able to attract new supporters to Priestfield Stadium.

We understand that you may not have previously visited us, so before your first trip to ME7, we wanted to give you the best insight possible into your forthcoming matchday experience.

If you are wondering how to get to the stadium, unsure of the best food and drink options before and after the match, or to simply learn how to book match day tickets, this guide will prove invaluable to you.

At Gillingham FC, we welcome supporters of all ages and backgrounds, and pride ourselves on being a club for the community.

We care for the interest of our supporters and the community of Medway. It is therefore imperative that although we can't guarantee all three points, we aim to make the match day experience as good and as pleasant for all of our supporters.

If you have any comments or suggestions on ways we can improve your experience at Priestfield Stadium, please do not hesitate to contact the club via email at enquiries@priestfield.com



**Please remember that Priestfield Stadium is a cashless venue.
We only accept card payments.**

VISIT US
GETTING TO THE GROUND

THERE ARE MANY WAYS OF GETTING TO THE PRIESTFIELD STADIUM, WHICH IS SITUATED IN THE HEART OF THE MEDWAY TOWNS.

Our full address is:
Priestfield Stadium, Redfern Avenue,
Gillingham, Kent ME7 2PE

TRAVELLING BY CAR

The Priestfield Stadium is easily accessible by car, and sits within a 15-minute drive of M2 junctions one and four, as well as the A2, Medway Tunnel and A289. Priestfield Stadium signs are along routes into the ground from all directions.

PARKING

There is no available parking at, or outside the stadium, on matchdays. However, there is parking available at the nearby Woodlands Academy (postcode: ME7 2DU) and Our Lady of Gillingham Church (postcode: ME7 1YL) and Barnsole Primary School (ME7 2JG). Both are within a ten minute walk of the stadium.

TRAIN TRAVEL

Hourly trains on Southeastern's High Speed service depart from London St Pancras at 20 minutes past the hour, with a scheduled journey time to Gillingham of around 45 minutes. As this is Southeastern's flagship service, tickets cost more than those to Gillingham from other London termini.

Southeastern trains to Gillingham depart from London Victoria at 10 and 40 minutes past the hour (journey time around 50 minutes) and 42 minutes past the hour (journey time around 70 minutes).

Thameslink trains to Gillingham depart from London Blackfriars at 11 and 41 minutes past the hour (journey time around 90 minutes). These trains also stop enroute at London Bridge, from where they depart at 18 and 48 minutes past the hour.

In addition, for midweek matches, Southeastern trains to Gillingham depart London Cannon Street at 16:45, 17:14, 17:44 and 18:15. These trains also stop enroute at London Bridge,







from where they depart four minutes after the Cannon Street departure times.

There are frequently weekend engineering works, with changes to timetables and replacement buses. Please check before travelling.

Upon leaving Gillingham station turn left on to Balmoral Road, and follow it to the end of the road. Home supporters should then turn left onto Gillingham Road and then take the first right onto Linden Road (parallel to the Sainsbury's Local store).

Follow that to the end, and then turn right onto Redfern Avenue, upon which you will be greeted by the Priestfield Stadium's Magnus Search Medway Stand.

Please remember that Priestfield Stadium is a cashless venue. We only accept card payments.

STADIUM PLAN
GILLINGHAM FC

MEDWAY STAND	Ticket Prices
Adult	£22
Senior (65+)	£19
U18/Students	£7
U12	£7
(Lower) D,E,F	£25

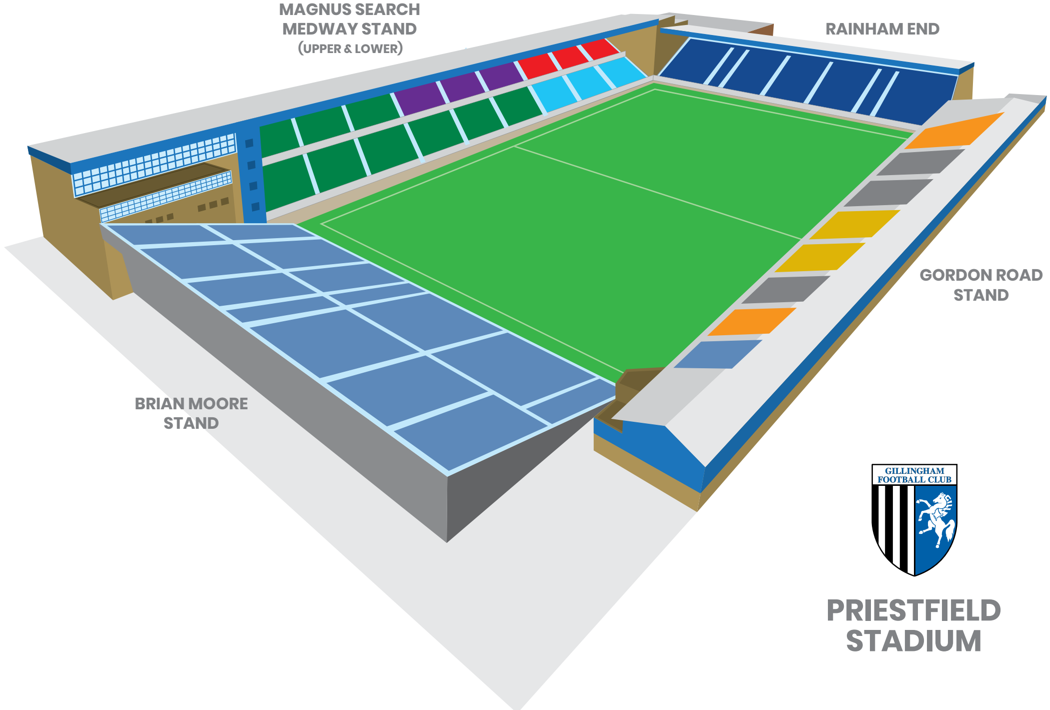
BLOCKS G, H and J

Theses are our family area seats and we advise all families joining us to book within this area. We offer lots of family entertainment and fun!

RAINHAM END	Ticket Prices
Adult	£22
Senior (65+)	£19
U18/Students	£7
U12	£7

GORDON ROAD BLOCKS D and E	Ticket Prices
Adult	£25
Senior (65+)	£19
U18/Students	£7
U12	£7

GORDON ROAD BLOCKS A, B, C, F	Ticket Prices
Adult	£22
Senior (65+)	£19
U18/Students	£7
U12	£7



PRIESTFIELD STADIUM

PLEASE LOOK ON THE WEBSITE tickets.gillinghamfootballclub.com OR CONTACT THE FAN ENGAGEMENT TEAM TEL: 01634 300000 FOR MORE INFORMATION AND SEASON TICKET PRICES.

TICKETING
GILLINGHAM FC

YOUR GUIDE TO BOOKING MATCHDAY TICKETS FOR GILLS GAMES AT PRIESTFIELD STADIUM

Buying tickets for forthcoming fixtures could not be any simpler: fans are able to book their seat with ease online, over the phone or in person at the stadium prior to matchdays.

ONLINE

Tickets for home and away matches are available online via our official club website, tickets.gillinghamfootballclub.com. Fans can register in advance, in doing so creating a customer reference number.

All future ticket purchases will be logged under your account, giving you easy access to future ticket sales. Our interactive online system gives fans the option of picking their own seats, or choosing a best available option.

PHONE

Situated at the Priestfield Stadium, our specialist customer service centre staff can also help you make your ticketing purchase. Should you have any queries or require assistance please give us a call on 01634 300000, our lines are open Monday to Friday between 9am and 5pm.

PLUS...

Keep an eye out on the Gills website and social media platforms (p18) for ticket release dates, special offers and competitions!



YOUR MATCHDAY E-TICKET



FAMILY VISITORS
GILLINGHAM FC

Gillingham Football Club provides itself on being a family friendly club, and whether it's your first visit or you are a season ticket holder coming to see us every matchday, we want fans of all ages to have a great time whenever they come to the Gills! In addition to the football, there are lots of exciting activities for families to get involved with, like having pictures taken with our official mascots, becoming a flag bearer for the day or helping read out the teams with our PA announcer, Doug Hudson.

This season there is also the opportunity to be a flag bearer - welcoming the Gills team onto the pitch - and access to our safe and fun family zone pre and post-match. We hope you and your family have a great time!

TICKETS:

- We have a dedicated Family zone, in the Magnus Search Medway Stand, blocks G, H and J with great deals for families.
- Throughout the season we will endeavour to run promotional deals and work alongside local primary schools and grassroots clubs to encourage more youngsters to watch the team atPriestfield.
- We know that not everybody can come and watch Football matches on a regular basis, but we are trying to make it as possible for as many Gills fans as we can.

We offer family match day tickets, which means a child under 14 goes FREE with a full paying adult!

**Family Zone only*









IS THERE A DEDICATED FAMILY AREA?

Yes, we have a dedicated Family area for families at Priestfield Stadium, situated in blocks G, H and J of the Magnus Search lower Medway Stand.

During the season we will endeavour to run a couple of dedicated offers specifically aimed at families, and we would love to see your photos and memories of the day. Please email **media@priestfield.com** and you may well star on our website, in our match programme or on our social media platforms.

While our new Fan Engagement Centre is under construction, fans will be able to purchase tickets on the day of a game from the ticket office collections windows on Redfern Avenue. Furthermore, our mascots will also pop in to say hello.



WHAT TO DO IF YOU GET LOST

OUTSIDE:
If an unaccompanied child requires assistance outside of the stadium, they are encouraged to make their way to a staff member at any stadium entrance or security near the Factory

INSIDE:
If an unaccompanied child requires assistance once inside the stadium, they are advised to find their nearest steward (look for someone in high-vis) who will assist with any issues.

AUTOGRAPHS

Want one of your favourite players, or the manager, to sign a programme, flag or book? Once players complete warm-up, this is your chance to grab their attention and have a fantastic memento of your day at Priestfield." Have your cameras at the ready in case you are lucky enough to have a few moments with squad members, or mascots! If you do come across our photographers and would like a specific picture, just give them a shout!





TOMMY & TAMMY

Described as "magical" in an EFL Family Excellence report, Tommy and Tammy are at every home matchday walking around the pitch ready to welcome you to the stadium, and to have photographs taken prior to kick-off.

Our ever popular, family friendly, entertaining duo usually begin walking around the stadium 45 minutes prior to kick-off. They will do their best to visit all three home stands before making their way to the tunnel area to greet the players. They will pay a visit to the Family Zone and to a section of seats which, on occasions, will be held for grassroots clubs or schools.

If you want to have your photo taken, please make your way down to pitchside and grab their attention! For any youngsters, you might get a sticker too!

If you are holding an event and want Tommy and Tammy to feature please email us on **enquiries@priestfield.com**.















FOOD AND DRINK
GILLINGHAM FC

To make it as easy as possible for families, we have hot and cold food and drink available in the Family enclosure, situated within the Family seating area.

We have also added our new Kids Lunchbox that is priced at £5.50 and includes a sandwich, a packet of crisps, a soft drink and fruit/yoghurt.

Refreshments can be purchased from Gillingham's kiosks using card only. Gillingham FC does not take cash anywhere in the premises.

FLAG BEARING:
For all home fixtures we will endeavour to select as many as eight youngsters who will operate as flag bearers for when both teams enter the field of play prior to kick-off.

If you are sitting in the Magnus Search Medway Stand, within the family area, make yourself known to the team walking around with our mascots, or for other members of staff, who will be dotted around the ground.

If selected then one of our team will come and collect you closer to the dedicated time, and talk you through the process. You will then be escorted back to your seat.

Prices for Kiosks

Beer/Cider	**Half Pint**	**Pint**
Cruzcampo	£2.50	£5.50
Fosters	£2.50	£5.00
Inches	£2.50	£5.00
Soft Drinks		
Coke, Diet Coke,	£2.00	
Fanta, Water		
Hot Drinks		
Tea, Coffee& Bovril	£2.00	
Hot Chocolate	£2.50	
Hot Food		**With Chilli**
Hot Dog	£5.00	£7.00
Pies (Steak/Chicken)	£4.50	
Sausage Roll	£3.80	
Meatballs	£5.50	
		With Pulled Pork
Mac & Cheese	£5.50	£7.50
Sandwich		
Variety of baguettes	£4.50	
Snacks		
Crisps	£1.50	
Sweets	£1.00	
Sharebag sweets	£3.00	







SATURDAY MATCHDAYS

9am	–	Fan Engagement Centre Opens
11am	–	Factory Opens
12.45pm	–	Players begin to arrive
1.30pm	–	Turnstiles Open
2pm	–	Teams are announced via social media
2.05pm	–	Goalkeepers warm-up
2.15pm	–	Mascots begin to walk around the pitch
2.20pm	–	Outfield players begin their warm-up
2.45pm	–	Players leave the field to change
2.55pm	–	Teams line-up in the tunnel and are introduced to the pitch
3pm	–	Kick-Off!

A TYPICAL MATCHDAY

- Most of the time, kick-off will take place at 3pm on a Saturday and 7.45pm if we have a fixture on a Tuesday night.
- Our friendly mascots will be making their way around the stadium before every home game – children and adults are very welcome to come down to pitchside and say hello!
- We also have a photographer walking around with the mascots if you would like to capture a special memory. Images will be posted to our Facebook page for you to use and save.
- The game is split into two halves of 45 minutes, with a 15-minute break for half-time in between.
- Matches normally finish just before 5pm on a Saturday and at 9.45pm on a Tuesday.
- You can avoid the rush leaving the stadium, by heading into The Factory after the game.
- Access to The Factory is on Redfern Avenue and entry is free to all supporters with home match tickets.

DON'T FORGET

- Keep an eye out on our social media platforms (p18) for our special family offers & events throughout the season.



- Why not make your experience with us extra special and become a Gills mascot at one of our home games!

For more information about our amazing mascot packages please email our Customer Engagement Team on **01634 300000** or email **enquiries@priestfield.com**

ACCESSIBILITY

FOR EVERY HOME GAMES, TICKETS FOR WHEELCHAIR AND AMBULANT DISABLED SUPPORTERS PRICES ARE IN ACCORDANCE WITH THE PRICING STRUCTURE ON P6.

If a supporter receives either higher rate Disability Living Allowance or enhanced personal independence payment for either mobility or care, a personal assistant can attend alongside free of charge.

For all enquiries please contact the club's DLO (Disability Liaison Officer) Ben Reeves on 01634 300000 or by email at: breeves@priestfield.com

BOOKING TICKETS:
To book tickets as a disabled supporter, please contact our Supporter Engagement Team and one of our friendly staff will be able to assist you. Please call 01634 300000.

ACCESS:
The Rainham End and Magnus Search Medway Stands have disabled access, and there are disabled turnstiles located in the Magnus Search Medway Stand and Gordon Road, next to match control.

When attending a home game, we offer all our disabled supporters an early entrance into the stadium 10 minutes before other fans and a steward will assist you. This is an optional service, aiming to help make your day as relaxed and enjoyable as possible.



TOILETS:
There are disabled toilets located in each of the home stands (Medway Stand, Rainham End and Gordon Road stand). If you have any queries about the location of the toilets our stewards will be more than happy to direct you to the right place.

THE FACTORY

THE FACTORY
Make the most of your time with us and enhance your match day experience with our exciting atmosphere in The Factory!

Open from 11am on every home matchday to all Gills supporters with match tickets, located on Redfern Avenue.

The Factory is a free lounge and is a fantastic place for supporters to grab a drink and some food with their fellow fans.

The Factory opens four hours before kick-off for Saturday games and at 5pm for midweek fixtures and shows live games on its big screens, both before and after the Gills match has taken place.

Check out The Factory's social media platforms for up to date news and match day timings.

Twitter: @events_gfc
Facebook: @FactoryPriestfield

For information on hiring The factory for a private event, please email: **events@priestfield.com**

*On Saturdays, food is available 12pm-3pm on a match day.






The Factory has bacon rolls for sale for £4 near the bar for Saturday afternoon games, and sausage rolls for evening fixtures.

RETAIL
GILLINGHAM FC

Our new megastore is currently under construction and we will communicate to fans, and update this page, when it is up and running and available for supporters.

However, we do run a matchday shop on the Gordon Road side of the stadium with replica kits, scarves, gloves, hats, flags, accessories and training wear all available. This opens at 1.30pm, closes when the game kicks off but opens again for the half-time interval. Supporters can buy merchandise online 24/7, 365 days of the year and we also operate a “click and collect” service.

Replica kit can be personalised on request and any special offers will be promoted via our website and social media channels.

THE MINI MEGASTORE

In addition to our online platform and main matchday shop, we operate a smaller retail area within our family enclosure. Here, smaller items such as programmes, autograph books, stationary and mugs can be purchased. However, please remember we are a cashless venue.







MATCHDAY PROGRAMME

Boasting exclusive interviews and content every home matchday, the club's official programme is an essential accompaniment to your matchday experience at Gillingham.

For just £3.50, our match day programme includes a relaxed informal chat with a first-team player, as well as exclusive columns from the Chairman and Manager, plus other content for a variety of ages.

Our matchday programme is available to purchase from dedicated sellers within each stand, from the kiosks, and from the matchday shop on Gordon Road. Those that are left over can be purchased from our retail website.







WANT A MESSAGE PRINTED IN THE GILLS PROGRAMME?

If you want a message for a loved one or a friend printed in an upcoming edition, please make sure you email the exact message to **media@priestfield.com** at least a week before the game!

We have very limited space for messages so these will be chosen on a first come, first serve basis.

If you have a message and we cannot print it for your desired game, we can have your message read out over Gillingham FC's PA system at half-time.





HOSPITALITY
1893 LOUNGE

However, if you want to attend the game in style then why not take advantage of the superior level of hospitality and catering offered by Priestfield Stadium?

We offer a range of packages so you can host customers, family and friends in some of the most comfortable surroundings available and enjoy the pre-match menu and entertainment.

The club's 1893 package costs **£70** + VAT per person, or a season ticket holder can upgrade for **£55** + VAT per person (**£35** + VAT for children).

GILLINGHAM FOOTBALL CLUB



EXECUTIVE BOXES
& VICE PRESIDENTS

Fans can enjoy a three-course meal and welcome drink in our Priestfield banqueting facilities and watch the game from a premium seat in the Magnus Search Medway Stand. This is one of a number of luxury match day experiences the club offer.

Throughout the year we also hold our very popular hospitality events, including our Curry night!

For all hospitality enquiries, please contact the commercial team on **(01634) 300000** or email **sales@priestfield.com**

STAY CONNECTED
GILLINGHAM FC

GILLINGHAM'S SOCIAL MEDIA CHANNELS PROVIDE FANS WITH THE PERFECT CHANGE TO INTERACT WITH EACH OTHER AND THE CLUB, AND KEEP UP TO DATE WITH THE LATEST NEWS, VIEWS AND INTERVIEWS FROM INSIDE THE CLUB.

- Get closer to your favourite players with live matchday commentary, extended video and highlights.
- Keep an eye on our social media accounts for special promotions, competitions and events too!

@GillinghamFootballClubOfficial

@TheGillsFC

@gfcofficial

/GFCofficial

EVENTS
GILLINGHAM FC








Priestfield Conference and Banqueting shut down during the COVID-19 pandemic, and following an overview of all facilities, we are delighted to say we are now taking bookings for events in the Great Hall and the Factory. We can cater for up to 500 people and can organise the following:

- Christmas Parties
- Award Ceremonies
- Gigs
- Concerts
- Comedy Nights
- Birthday Parties
- Discos
- Wakes
- Corporate Functions
- Weddings

If you wish to hire one of our lounges then you can do so by calling our Customer Engagement Team on **01634 300000** or by emailing **events@priestfield.com**.

CONTACTS
GILLINGHAM FC

CONTACT US

Gillingham Football Club
Priestfield Stadium
Redfern Avenue
ME7 2PE

Phone: 01634 300000
Website: www.gillinghamfootballclub.com
Twitter: @TheGillsFC
Facebook: @gillinghamfootballclubofficial
Instagram: @gfcofficial

CLUB STORE

Website: retail.gillinghamfootballclub.com/
Phone: 01634 350140
Email: gillsshop@priestfield.com

TICKET OFFICE AND HOSPITALITY

Website: tickets.gillinghamfootballclub.com
Phone: 01634 300 000
Email: ticketoffice@priestfield.com/sales@priestfield.com

RULES AND REGULATIONS

In order for all our supporters to enjoy their visit to the Priestfield Stadium, we ask that you follow a few rules and regulations. These regulations can be accessed via the club's official website. We ask you to be mindful when in, or near, the family zone.

FEEDBACK

Providing excellent customer service is important to all our staff and is exactly what you should expect to receive. Once you have visited us please let us know your feedback either by emailing enquiries@priestfield.com or by sending a letter by post to:

Customer Engagement Team
Gillingham Football Club
Priestfield Stadium
Redfern Avenue
ME7 2PE

Gillingham Football Club, Priestfield Stadium, Redfern Avenue, Gillingham, Kent ME7 2PE

Phone: 01634 300000 Email: CEnquiries@priestfield.com Web: www.gillinghamfootballclub.com Twitter: @TheGillsFC